

GAME BOY ADVANCE

AGB-BX5E-USA

Kayman[®]

10TH ANNIVERSARY

INSTRUCTION BOOKLET

UBISOFT

PLEASE CAREFULLY READ THE SEPARATE HEALTH AND SAFETY PRECAUTIONS BOOKLET INCLUDED WITH THIS PRODUCT BEFORE USING YOUR NINTENDO® HARDWARE SYSTEM, GAME PAK OR ACCESSORY. THIS BOOKLET CONTAINS IMPORTANT HEALTH AND SAFETY INFORMATION.

IMPORTANT SAFETY INFORMATION: READ THE FOLLOWING WARNINGS BEFORE YOU OR YOUR CHILD PLAY VIDEO GAMES

WARNING - Seizures

- Some people (about 1 in 4000) may have seizures or blackouts triggered by light flashes or patterns, such as while watching TV or playing video games, even if they have never had a seizure before.
- Anyone who has had a seizure, loss of awareness, or other symptom linked to an epileptic condition should consult a doctor before playing a video game.
- Parents should watch when their children play video games. Stop playing and consult a doctor if you or your child have any of the following symptoms:

Convulsions
Altered vision

Eye or muscle twitching
Involuntary movements

Loss of awareness
Disorientation

To reduce the likelihood of a seizure when playing video games:

1. Sit or stand as far from the screen as possible.
2. Play video games on the smallest available television screen.
3. Do not play if you are tired or need sleep.
4. Play in a well-lit room.
5. Take a 10 to 15 minute break every hour.

WARNING - Repetitive Motion Injuries and Eyestrain

Playing video games can make your muscles, joints, skin or eyes hurt after a few hours. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, skin irritation or eyestrain:

- Avoid excessive play. It is recommended that parents monitor their children for appropriate play.
- Take a 10 to 15 minute break every hour, even if you don't think you need it.
- If your hands, wrists or arms or eyes become tired or sore while playing, stop and rest them for several hours before playing again.
- If you continue to have sore hands, wrists or arms or eyes during or after play, stop playing and see a doctor.

WARNING - Battery Leakage

Leakage of battery acid can cause personal injury as well as damage to your Game Boy. If battery leakage occurs, thoroughly wash the affected skin and clothes. Keep battery acid away from your eyes and mouth. Leaking batteries may make popping sounds.

To avoid battery leakage:

- Do not mix used and new batteries (replace all batteries at the same time).
- Do not mix alkaline and carbon zinc batteries.
- Do not mix different brands of batteries.
- Do not use nickel cadmium batteries.
- Do not leave used batteries in the Game Boy. When the batteries are losing their charge, the power light may become dim, the game sounds may become weak, or the display screen may be blank. When this happens, promptly replace all used batteries with new batteries.
- Do not leave batteries in the Game Boy or accessory for long periods of non-use.
- Do not leave the power switch on after the batteries have lost their charge. When you finish using the Game Boy, always slide the power switch OFF.
- Do not recharge the batteries.
- Do not put the batteries in backwards. Make sure that the positive (+) and negative (-) ends are facing in the correct directions. Insert the negative end first. When removing batteries, remove the positive end first.
- Do not dispose of batteries in a fire.



Important Legal Information

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Rev-D (L)



**GBA LINK
CABLE**



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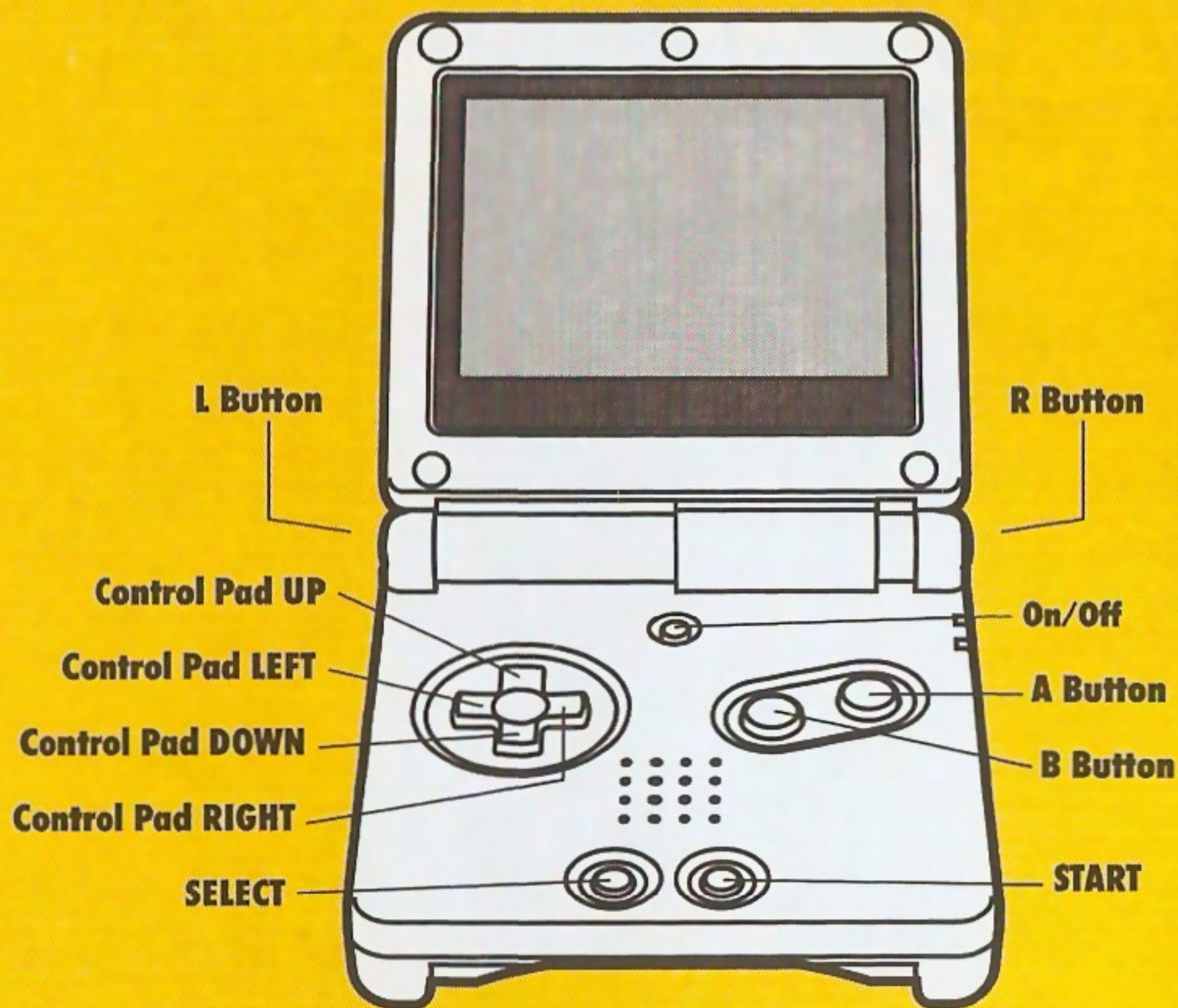
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GETTING STARTED

To begin play, insert the Rayman® 10th Anniversary Game Pak into your Game Boy® Advance system and flip the POWER switch to the ON position.



INTRODUCTION TO 10TH ANNIVERSARY EDITION

Welcome to Rayman 10th Anniversary - which gives you two great Rayman games in one. To play Rayman Advance, press Control Pad Left and then the A Button. To play Rayman 3 Hoodlum Havoc™, press Control Pad Right and then the A Button.

RAYMAN ADVANCE INTRODUCTION

In Rayman's world, nature and people live together in peace. The great Protoon provides

and maintains the harmony and balance in the world.

But you knew that couldn't last, didn't you?

One fateful day, the evil Mister Dark steals the Great Protoon and defeats Betilla the Fairy as she tries to protect it! The Electoons, who used to gravitate around the Great Protoon, lose their natural stability and scatter all over the world! Troublesome, isn't it? And untidy, too!

In the now-unbalanced world, strange phenomena begin to occur: freaks and hostile characters appear, capturing every Electoon they can find! The disappearance of the Great Protoon has also neutralized Betilla the Fairy's powers, and she needs time to regenerate her energy before she can help.

They need a hero to save them, don't you think?



Rayman to the rescue! As a guardian of this world, he must free the Electoons, recapture the Great Protoon from its mysterious kidnapper, and reassemble them all to restore the world's harmony.

But will the bad guys let him do it? After all, Rayman doesn't have arms or legs. But don't panic - neither do the bad guys.

THE BASICS

Rayman has to free the imprisoned Electoons to reestablish order in his world. Each level

contains a medallion with six empty spaces, each of which corresponds to a cage of Electoons that you have to find. Each time you free a cage of Electoons, one space on the medallion is filled. In order to enter the Candy Chateau level, you must free all of the Electoons in the first five worlds.

At the start of the game, Rayman can perform simple actions: walking, jumping, holding onto vines, and crawling. As you progress, Betilla grants Rayman new powers: a punching fist, the ability to hang onto platforms, a grabbing fist, the ability to run, and even a special helicopter feature! A brief explanation of how to use your new powers will appear on-screen each time you get one.

Once you have acquired a new power, you will have it the rest of the game. But you should also backtrack to thoroughly explore the levels you have already gone through, because you probably haven't seen it all yet!

Some surprises are waiting for you, things that you were unable to reach the first time you went through.

At the beginning of each game, a map of Rayman's world will be displayed. Each time you complete a level, the next paths available to you will be highlighted on-screen. Most of the time, you can choose between two directions.

The normal exit for any level is at the end of it. Exits are indicated by an exit sign - logical, hmm? You can also exit the first stage of a level by going back out through the entrance door.

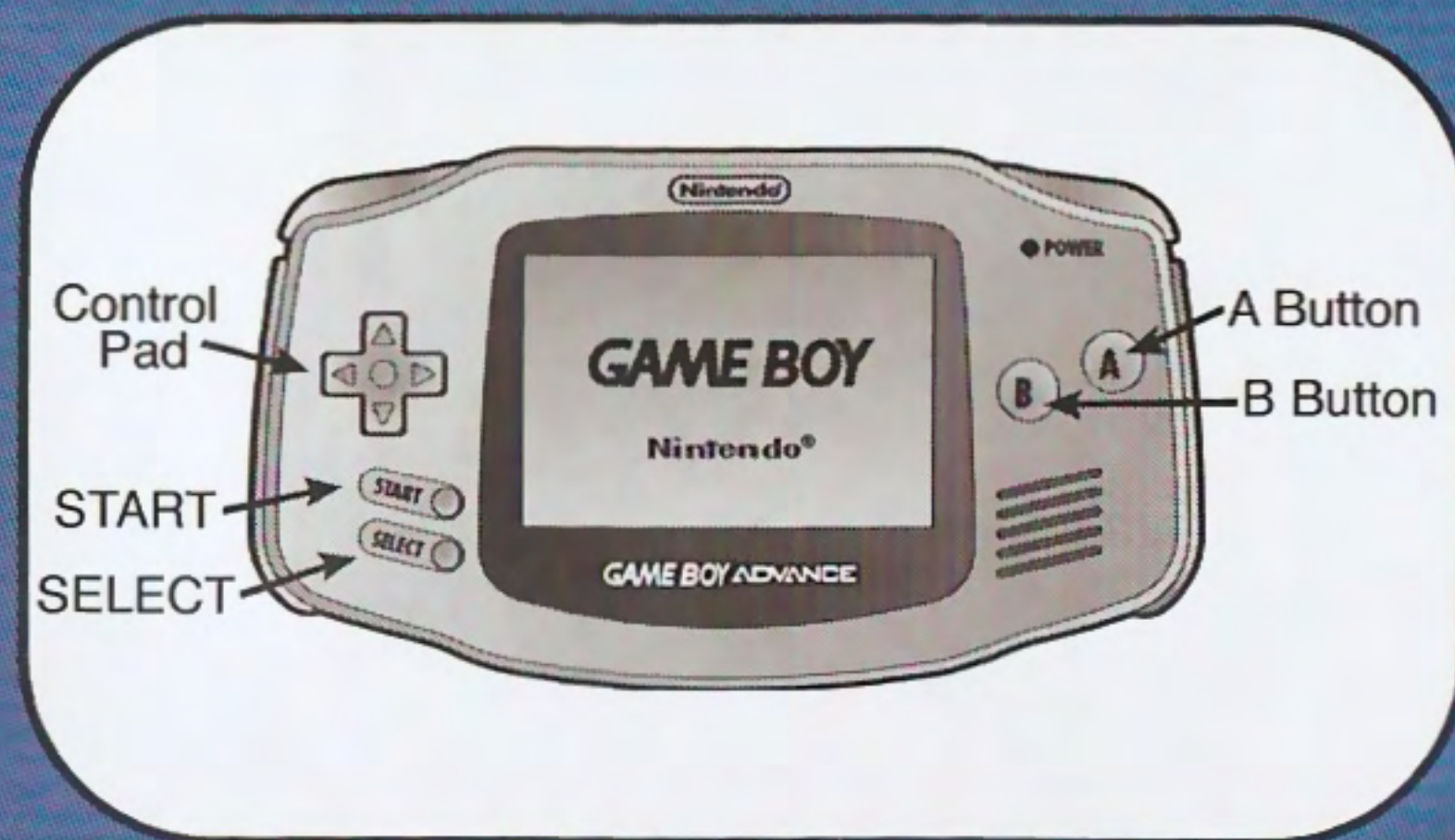
STARTING THE GAME

When you start, you will be asked to choose which game you would like to play. By moving the white fist on the left side of the screen Up or Down with the Control Pad, you can choose between one of three saved game

slots. Press the A Button to choose a slot.

You can then name your game by pressing Up or Down on the Control Pad to rotate the letters and pressing the A Button to make your selection. Once a game is named, make sure the white fist on the bottom of the screen is pointing to the word "Start" and hit the A Button. You will now begin your adventure.

CONTROLS



Control Pad

- Control Pad Up and Down are used to move through the Option menus.
- Control Pad Left and Right are used to:
 - Select an option where several are possible.
 - Increase or decrease the volume of the sound effects and music.
 - Select Yes or No when prompted.

Select

- Use SELECT to return to the previous menu.

On the menu screen, pressing the A Button confirms your choices. At any point in the game, use it to move on to the next screen. Use it to confirm an answer when prompted.

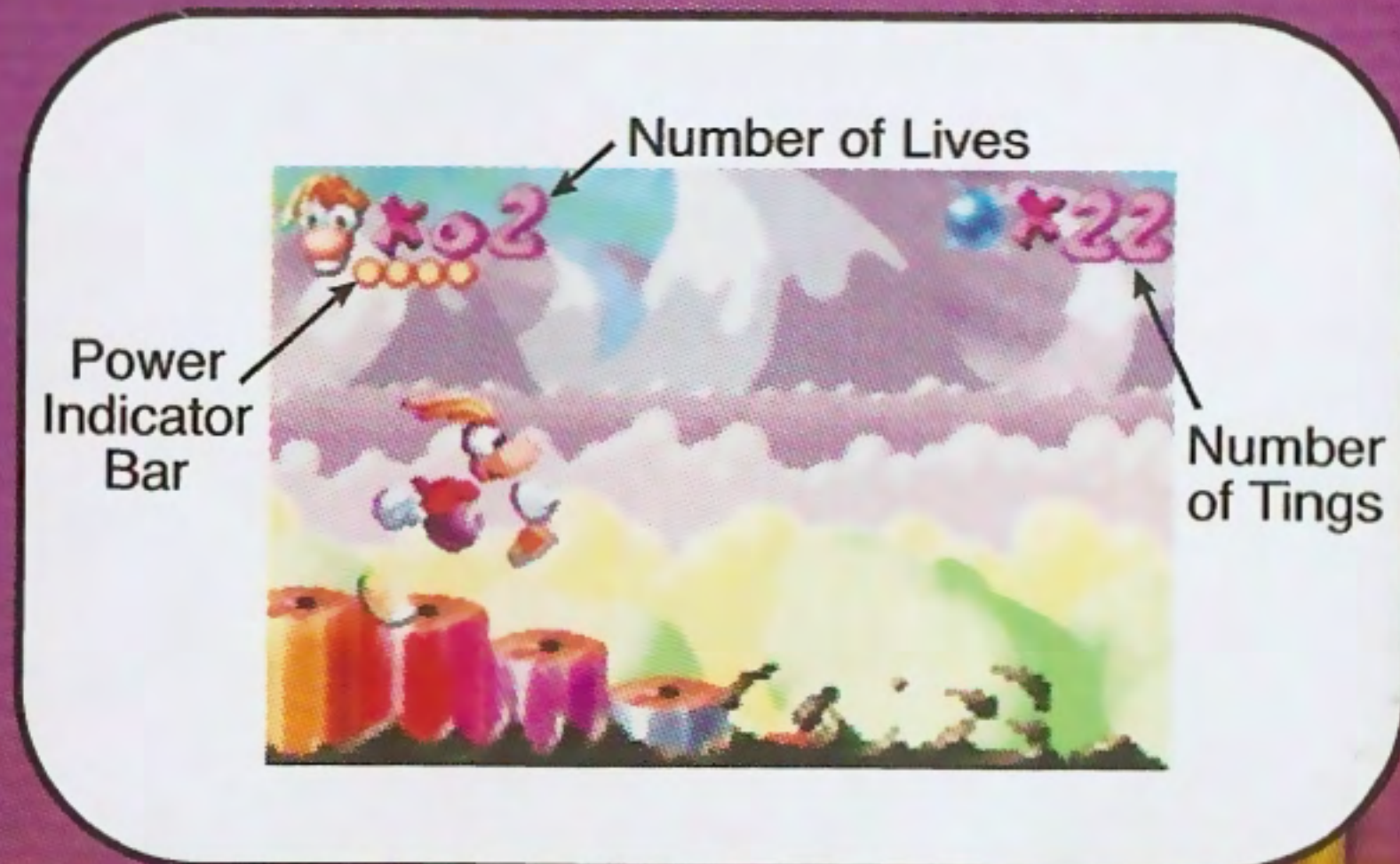
Move Rayman using the Control Pad. The default functions are:

- B Button: Fist (the longer you hold down the B Button, the farther your fist will go!).

- A Button: Jump.
- A Button twice: Helicopter power (once you've gotten it).
- R Button: Other actions (planting a magic seed, running).

Not all powers are available at the start of the game. Screen instructions will advise you as you go.

INFORMATION AVAILABLE ON YOUR SCREEN



RAYMAN'S POWERS

Rayman has two types of powers: permanent (those you keep no matter what happens in the game) and temporary.

The permanent powers are distributed by Betilla the Fairy:

Crouch/Crawl

From the start of the game, you can make Rayman crawl. Press Control Pad Down to crouch and then press and hold Control Pad Left or Right to crawl in that direction.

Telescopic Fist

Press the B Button to launch the fist. The longer you hold the button, the further the fist will go.

Hanging onto Platforms

When Rayman jumps or falls, he automatically hangs onto nearby platforms.

Helicopter

Press the A Button to jump, and then press it again to slow your descent with your helicopter blades.

Running

This power-up not only allows you to move faster (obviously!), but also to build up speed to jump farther. To activate it, press the R Button while you're walking. (Only available after you have received this power!)

Grabbing Fist

Thanks to this power, Rayman is able to hang onto and swing on flying rings. The grabbing fist also allows him to pull the bonus icons towards himself. To use the grabbing fist, press the B Button.

Rayman's other friends give him temporary powers:



Magic Seed

Tarayzan gives Rayman a magic seed, which grows into a plant immediately. To grow plants, press the R Button.

Super Helicopter

This power is yours when the Musician gives you the magic flask, which activates it. It allows you to fly while retaining control of your direction. To activate it, press the A Button. To go higher, press the A Button several times.

HINT: The super helicopter power may come in handy in the Blue Mountain world - those sharp, spinning blades could help you do more than just fly!

Firefly

Joe the Extraterrestrial gives Rayman this



power to help him light up the dark regions of the Caves of Skops. The firefly follows Rayman's punching fist, so throw the fist out in front of him to light the route ahead.

Flying Blue Elves

These little creatures give Rayman the ability to shrink, so he can more easily pass through some of the game's narrow passages. Walk up to a blue elf to become small, and walk back up to him or to another one to return to normal size.

IMPROVING YOUR GAME

We won't give away all the secrets of the game (there has to be some suspense!), but a few hints could be very useful.

Powers

They symbolize Rayman's energy reserves. He starts off with four powers, but can win more on his journey - or lose some during his

battles! When you have run out of energy, you lose a life.

- A Simple Power gives you one extra energy point.
- A Double Power gives you two energy points.
- A Big Power gives you a full load of energy points.

Lives

Look for them. They come in handy when you face the enemies that await you.

Speed-ups

They increase the speed of the punching fist.

The Golden Fist

This increases the power of Rayman's blows.

PLEASE NOTE: Your fist loses its power and its exceptional speed each time you lose a life.

Tings

If Rayman picks up 100 of these glowing blue orbs, he gains an extra life, but they can also be used to pay the Magician (who'll give you access to the bonus stages).

Continues

If you lose your last life, a Continue allows you to restart the game from the last level played. The Continue screen appears after Rayman dies for the last time. If you want to use a Continue, you must ring the alarm clock (by pressing the A Button or the B Button) to awaken Rayman from his stupor before time runs out.

The Magician

He is hidden away in the scenery. With his help, Rayman can enter secret worlds. In these

bonus stages, your skill and rapidity will allow you to earn Tings or a bonus life. But please note that this magic stunt has to be earned, and it will cost you 10 Tings.

NOTE: You will gain a bonus life if you manage to get a perfect score in the bonus map. This means you will have to get all the Tings within a minimum time limit.

The Photographer

He is there to immortalize your feats! When you lose a life, you start again in the last place where he took a picture of you. Make sure he snaps your pictures to validate each save point.

SAVING THE GAME

You can save your game each time you finish a stage on the world map.

To save, move Rayman to one of the save spots on the map, which are marked with the

Magician's top hat. You will be asked if you want to erase your previously saved game. If you choose Yes, your new game will be saved in the saved game slot you chose at the beginning of the game.

Playing a Saved Game at the Save/Load Screen

When you start Rayman, you can choose from up to three previously saved games. The commands at the Save/Load screen let you do one of two things: erase or copy a game. Erase allows you to erase the saved version in order to restart the game from the beginning. Copy allows you to duplicate the saved version of a current game. Then you can continue playing, and if you are not pleased with your performance, you can restart from the point where you copied the previously saved game.

To use the Copy function:

1. Select Copy.

2. Select the game you wish to duplicate.

3. Confirm your choice by pressing the A Button. A golden fist appears before the game you've chosen to duplicate, and a white fist appears before the space where it will be duplicated. If you wish, you can move the white fist to choose a different save space.

4. Confirm again, and then enter a new name for the copied game.



The Save/Load screen gives you information about your previously saved games, including the name under which the game was saved, the number of lives available, and what percentage of the game's challenges you have accomplished.

WORLDS

In the different worlds of the game described here, you might meet the bosses more than once! And always be on the lookout for the Antitoons, Mr. Dark's foot soldiers. They're small, but dangerous!

The Dream Forest

Rayman has to proceed through the jungle without ever falling into the swamp waters. He will come across hunters and explorers. This is where he meets Tarayzan, his first friend. Help Tarayzan get dressed and see what happens! The big boss is Moskito, a persistent giant mosquito.

Band Land

In a scene filled with clouds and slippery sheet music bars, Rayman must advance among music instruments (drums, maracas, cymbals, etc.) and avoid wrong notes. Once he escapes from the trumpets, he will find himself face to face with the deafening Mister Sax.

Blue Mountains

Rayman has to move forward, avoiding rock avalanches and stone creatures. In these mountains, Rayman meets the Musician and helps him recover his lost guitar. The big boss to defeat is Mister Stone, a creature made of rock.

Picture City

This is the world of images - and mirages. Once he walks across the stage of a small theater, Rayman comes across beings straight from a pirate movie or science fiction film. In particular, he'll meet Space Mama, a tough cookie with a deadly rolling pin.

The Caves of Skops

This is a troubling underground world. Enter it through Joe the Extraterrestrial's cheerful snack shop. First, Rayman has to plug in his friend Joe's shop sign while avoiding the spiders. Then he must work his way around the stalactites in the cave to find the lair of Skops the Scorpion.

Candy Chateau

Welcome to the world of desserts, where Mister Dark is hidden and guarded by clowns performing amazing stunts. But be careful - Mister Dark is diabolical!

Now that you know what to expect, get ready for a mind-bending adventure.

Good luck!

RAYMAN 3 HOODLUM HAVOC

CONTROLS

- Control Pad Up: Look up
- Control Pad Down: Crouch
- Control Pad Left and Right: Move Rayman

A Button

- Jump.
- Helicopter: Press once to jump and again to fly and descend with your helicopter hair.
- Super-Helico: To fly in Super-Helico mode, activate the helicopter by pressing the A Button. Press the A Button again to go higher. If you want to stop flying in Helicopter mode, just land on solid ground.

B Button

- Shoot with Rayman's fist: The longer you hold down the B Button, the farther your fist will go!
- Shoot both fists: To shoot with both fists, press the B Button to shoot the first fist and double-tap quickly on the B Button to shoot the second one.
- Grab Purple Lums: To grab Purple Lums, shoot them with your fist. Once you've grabbed one, you can swing in the direction of your choice by using the Control Pad. To release, press the A Button.

R Button

- Break the ground: You can break the ground by pressing the R Button. But remember, you must be in the air to do so!

L Button

Climb between walls: Press the L Button to stay still between two walls. To climb up, press the A Button to jump.

START

- Pause.
- Sleep mode: Select this mode to greatly reduce power consumption when you are not playing. To return to the game, press SELECT + the L Button + the R Button.

IMPORTANT NOTE: Rayman earns powers throughout his adventure, so not all powers are available at the start of the game.

THE STORY

Rayman's trusty sidekick Globox accidentally swallows the Dark Lum Chief while trying to save the fairies. With the lum in his belly,

Globox begins to act very strangely, and when he disappears, Rayman immediately sets off to find his best friend. Along the way, Rayman will cross the swamps of Begoniex the witch, the world of rocks of lava, and a world full of Hoodlums. His adventure will also take him through the world of bad dreams, where he will face Jano the pirate and unknown fears on Razor Beard's pirate ship.

Throughout his journey, Rayman frees a number of Teensies. If he saves enough of them, they will give him valuable information in return.

If he can brave the wild lands and maybe even find a new power, he might just defeat the Dark Lums!

STARTING THE GAME

Main Menu

- Press Control Pad Up and Down to move through the menus.
- Press the A Button to select an option.
- Press the B Button to return to the previous menu.

Single-Player

Select the Single-Player mode to begin your adventure. Press Control Pad Up and Down to move the arrow on the left side of the screen, and press the A Button to choose a saved game slot. Make sure the arrow on the bottom of the screen is pointing to the word "Start," then press the A Button to begin your game.

Multiplayer

Use the Game Boy Advance Game Link® cable to connect up to four Game Boy Advance systems and have fun playing against your family and friends. (See pages 23-25 for more details on Game Link play.)

Multi-Pak games require one Rayman 3 Game Pak for each player. Only one Game Pak is needed to play in Single-Pak mode.

Single-Pak Link

Single-Pak Link is a special mode that allows two players to play against each other with just one Game Pak.

Player 1 makes most selections before the game starts. First, properly connect all Game Link cables (see page 23) and turn each Game Boy Advance system ON. Player 1 should choose Multiplayer from the Main

Menu, then choose Single Pak mode. After that, follow the instructions on-screen.

Multi-Pak Link

Multi-Pak Link is a two- to four-player competition. Each player needs a Rayman 3 Game Pak.

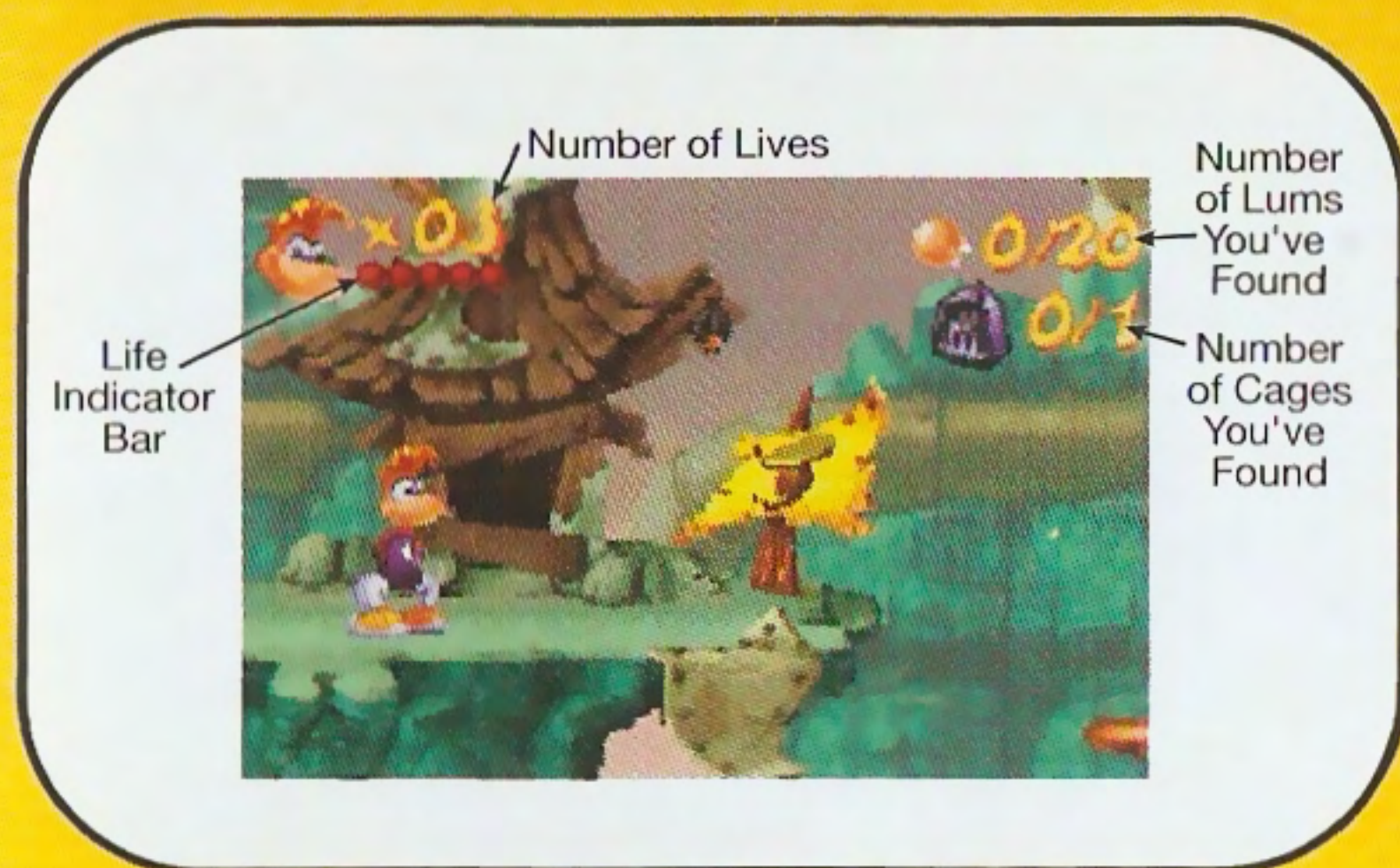
First, properly connect all Game Link cables (see page 25) and turn each Game Boy Advance system ON. Each player chooses Multiplayer from the Main Menu, then chooses Multi-Pak.

For more information on Multiplayer game modes, see page 21.

Options

Here you can alter the setup of your Rayman game. You can choose to turn the music and sound effects on or off.

GAME SCREEN



WORLD MAP

Level Selection Map



- The curtains hide the entry to the levels. When a curtain is blue, it means that you can enter it. Press the A Button to enter the level you want.

- Wooden Arrows: Pass the wooden arrows to go back to the World Map.
- Number of Yellow Lums you found in this level.
- Number of cages you found in this level.

World Map

Press Control Pad Left and Right to navigate in the World Map. Press the A Button to select a world.

Nintendo GameCube™ link mode: If you find at least 100 lums in your Rayman 3 game and you have Rayman 3 Hoodlum Havoc for the Nintendo GameCube you can access a bonus world by connecting your Game Boy Advance system to your Nintendo GameCube with the Nintendo GameCube -Game Boy Advance cable! For every additional block of 100 lums, you will be rewarded with a new level!

NINTENDO GAMECUBE CONNECTIVITY FEATURE: This game is designed to work with the Nintendo GameCube video game system. To connect the Game Boy Advance to the Nintendo GameCube, you will need a Nintendo GameCube Game Boy Advance cable (sold separately). See the instructions that come with the cable for additional connection information.

Worlds

- World 1: Forgotten Forests
- World 2: Haunted Dreams
- World 3: Magmacosm
- World 4: Pirate Stronghold

IN-GAME ELEMENTS

Cage

The pirates have imprisoned many inhabitants in this little cage sealed with vital energy. Break the cage to free Rayman's friends.

Yellow Lums

These are the 1,000 shards from when the pirates blew up the Primordial Core. When Rayman has collected enough of them, he'll be able to negotiate his entry into new worlds.

Red Lums

Packed with energy, they restore Rayman's life bar.

Silver Lums

Look for them - they provide extra life!

Green Lums

These lums are very special. They record Rayman's progress. If he should die, he will

reappear at the place where he last took a Green Lum. If Rayman has zero life points, he will restart the level at the beginning.

Purple Lums

By shooting them, Rayman can grab them.

Wooden Arrows

When Rayman passes Wooden Arrows, you go back to the Level Selection Map. If you are in the Level Selection Map, use them to go back into the World Map.

MULTIPLAYER GAMES

- Press Control Pad Up and Down to navigate through the game modes.
- Press the A Button to select a mode.

Tag Mode

In this mode, the player with the tag must hurry to tag other players before the end of



the countdown. To tag, you just have to throw your fist and touch the other player.

Burglar Mode

In this mode, the player with the tag must avoid being touched by other players. Only the meter of the player with the tag will increase. The first player to reach one minute wins!

NOTE: Pass Ly's Punch Challenge 2 to unlock a second Burglar mode map.

Bumper Car Race

Compete against your friends for first place. Be vigilant - every player can bump others to push them in the lava!

Bumper Car Arena

This is a bumper car competition. Every player must try to push their opponents into the lava. The last surviving player wins!

NOTE: To unlock this mode, you have to find all the cages in the game!

Items (Tag and Burglar Modes Only)

Invisibility

Grab this to temporarily become invisible.

Globox

Launch a big Globox to hide the view on all your opponents' screens for a few seconds.

Fist

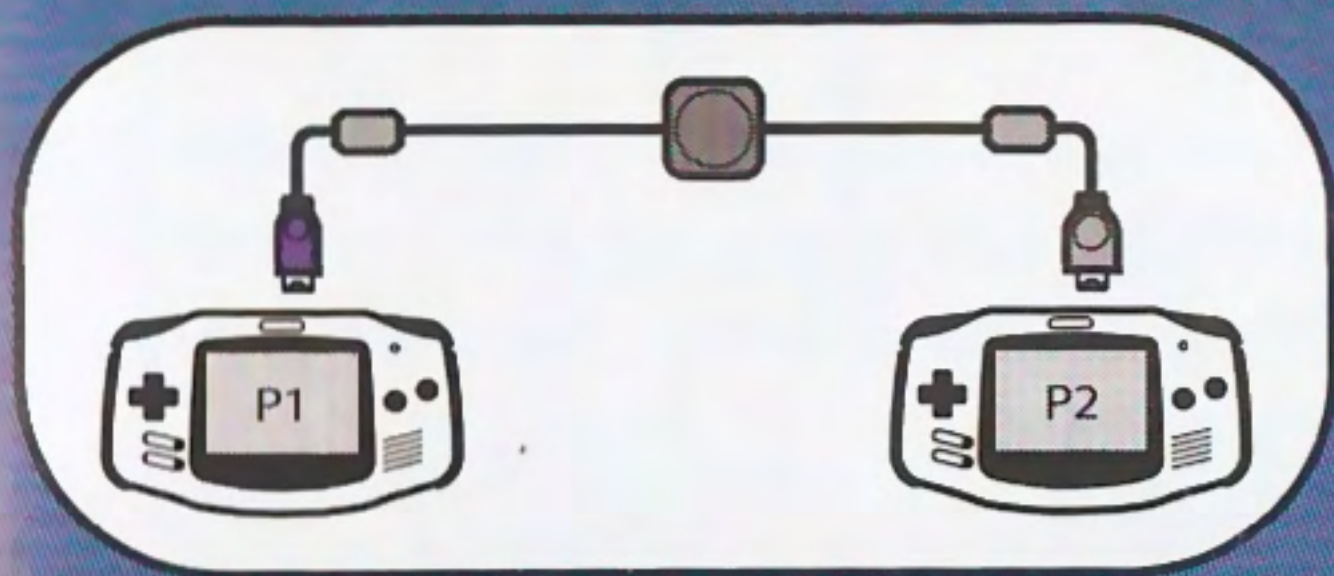
Pick it up to gain the power to throw your fist.

Reverse

These arrows temporarily reverse Rayman's controls.

SINGLE-PAK LINK

Choose Single-Pak to connect up to two Game Boy Advance systems.



Necessary Equipment

- Game Boy Advance system: 1 per player.
- Rayman 3 Game Paks: 1 Game Pak.
- Game Link cables: 1 cable.

Linking Instructions

1. Make sure that the POWER on all Game Boy Advance systems is turned OFF, then insert the Rayman 3 Game Pak into Player 1's Game Pak slot.
2. Connect the Game Link cables.
3. Make sure to insert the small purple connector into Player 1's Game Boy Advance system and the large gray connector into the other Game Boy Advance system. Insert the Game Link cables into the External Extension Connectors (EXT).
4. Turn the POWER ON for each Game Boy Advance system.

5. Follow the instructions for Single-Pak Link.

Do not connect any Game Boy Advance systems that will not be used during gameplay!

TROUBLESHOOTING

You may be unable to transfer game data or you may experience malfunctions in any of the following situations:

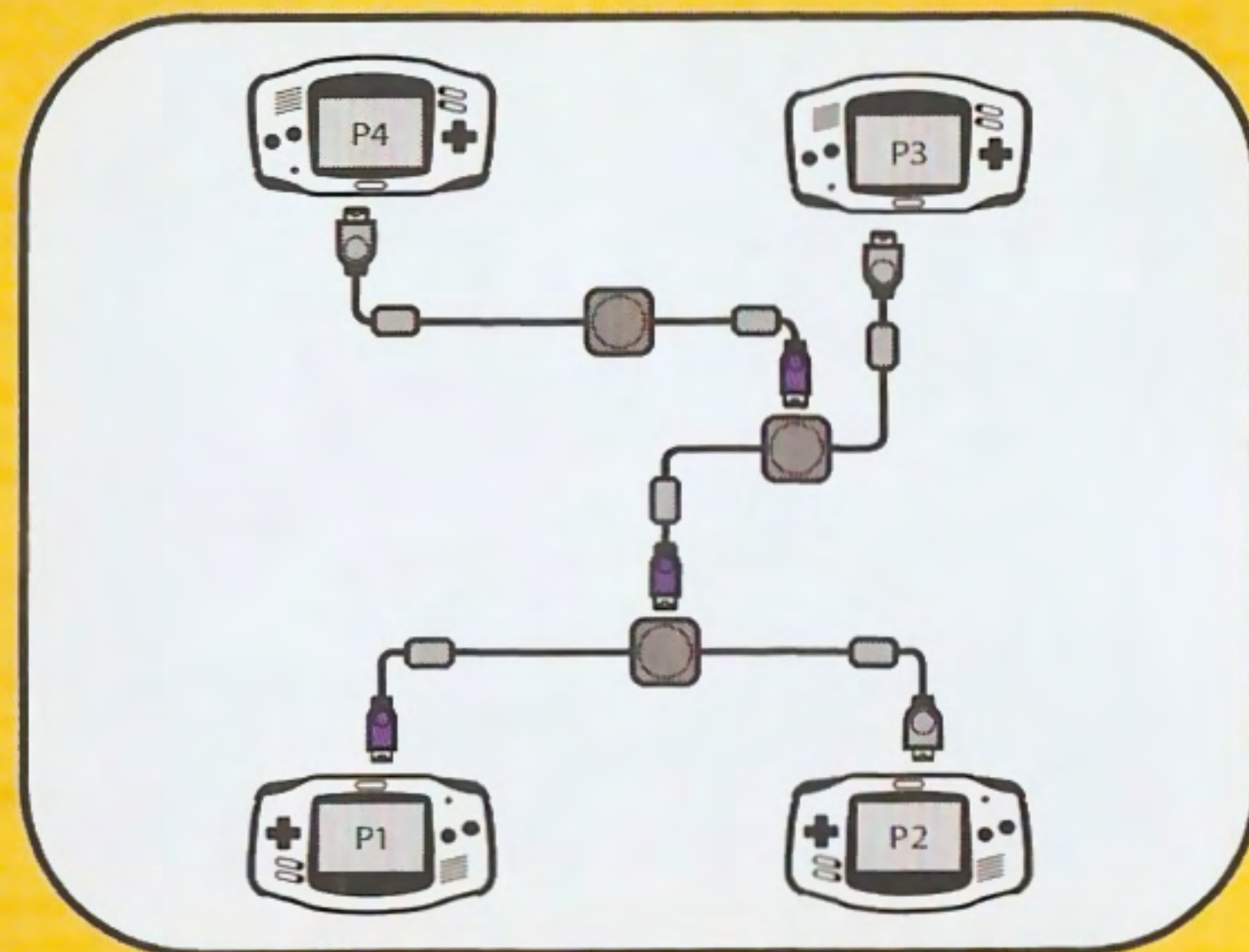
- When you are using cables other than Game Boy Advance Game Link cables.
- When any Game Link cable is not fully inserted into any Game Boy Advance system.
- When any Game Link cable is removed during the transfer of data.
- When any Game Link cable is incorrectly connected to any Game Boy Advance system.
- When the Rayman 3 Game Pak is inserted into any Game Boy Advance system other than

Player 1's Game Boy Advance system.

- When more than two Game Boy Advance systems are linked.

MULTI-PAK LINK

Choose this option if you want to connect three or four Game Boy Advance systems.



Necessary Equipment

- Game Boy Advance systems: 1 per player.
- Rayman 3 Game Paks: 1 per player.
- Game Boy Advance Game Link cables:
 - Two players: 1 cable.
 - Three players: 2 cables.
 - Four players: 3 cables.

Linking Instructions

1. Make sure that the POWER on all the Game Boy Advance systems is turned OFF, then insert the Rayman 3 Game Pak into Player 1's Game Pak slot.
2. Connect the Game Link cables and plug them into the External Extension Connector (EXT) on each Game Boy Advance system.
3. Make sure to insert the small purple connector into Player 1's Game Boy Advance system and the large gray connector into the other Game Boy Advance system. Insert

the Game Link cables into the External Extension Connectors (EXT).

4. Turn the Power Switch on each Game Boy Advance system ON.
5. Now, follow the instructions for Multi-Pak Link.

Do not connect any Game Boy Advance system that will not be used during gameplay!

TIPS AND HINTS

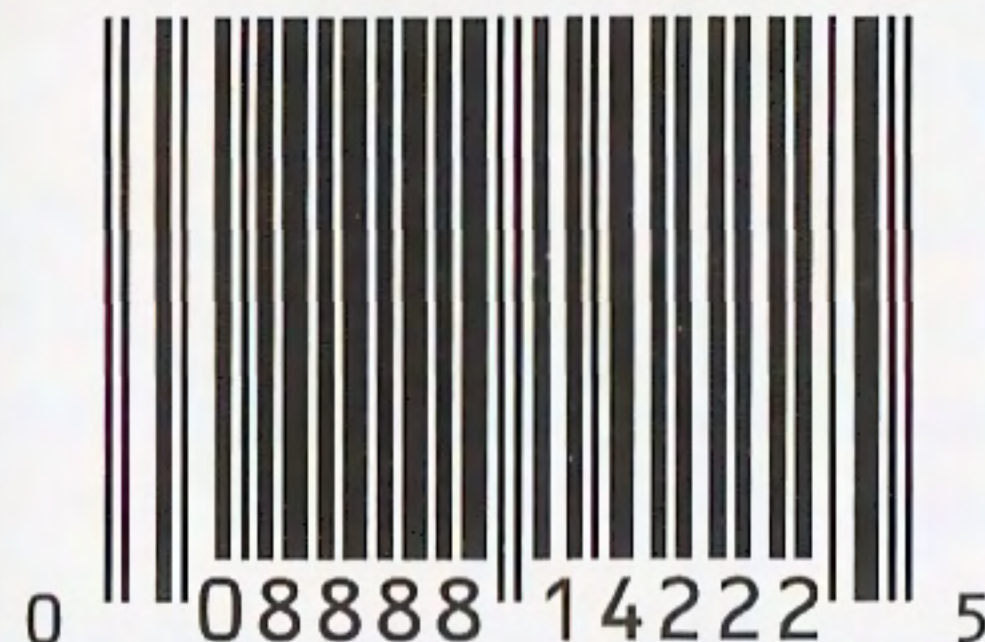
- Listen carefully to Murphy's advice - it can be very useful in the course of your adventure.
- Gather all the lums and cages you can find. These are essential to progress in the game.
- There are different ways to use Rayman's power. Try to find all the combinations!
- Master the helicopter as soon as you can - it's very useful when passing through obstacles.

(Continued on next page.)



TIPS AND HINTS - *continued*

- Try to use both fists against the enemies
- they give you more strength.
- There are many hidden areas in the game.
Can you find them?



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TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search the support database at our website, www.ubi.com/us/support/default.aspx. Here you will find the most recently updated information since the game's release.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Full product title
- Game console you are using

Support Over the Internet

This is the best way to find answers to common issues with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems: www.ubi.com/us/support/default.aspx.

Contact Us by Webmail

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at www.ubi.com/us/support/default.aspx.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone

You can also contact us by phone by calling **(919) 460-9778** (for our customers in Quebec we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand. Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time** (French language support available from 7 am–4 pm EST).

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Contact Us by Standard Mail

If all else fails you can write to us at:

Ubisoft Technical Support
3200 Gateway Centre Blvd.
Suite 100
Morrisville, NC 27560

Return Policy

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

Limitations

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

Notice

Ubisoft reserves the right to make improvements in its products at any time and without notice.

Refunds

Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

Product / Documentation Replacements

Please contact a Ubisoft Technical Support representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a support representative, your replacement request will not be processed.

If we determine a return or replacement is necessary:

Within the 90-Day Warranty Period

Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes), and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period

Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

Replacement Fees

Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

Warranty Address and Contact Information

Phone: (919) 460-9778

Hours: 9 am–9 pm (EST), M–F

Address:

Ubisoft Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubisoft. To order Ubisoft products in the United States, please call toll free 888-824-7038.



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